



ARIZONA DEPARTMENT OF JUVENILE CORRECTIONS
Safer Communities Through Successful Youth

QUALITY ASSURANCE A U D I T

Black Canyon School

June 9th through June 13th 2007

Prepared by

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OVERVIEW

An audit of Black Canyon School using Arizona Department of Juvenile Corrections (ADJC) policies and procedures as standards was conducted June 9th through June 13th, 2007. This audit was organized in two distinct parts.

Part I-Housing Unit Audits

As a part of this audit, each unit was audited for current staffing levels, log book documentation, appropriate shift change documentation, headcount (both in unit log and required headcount sheets), documented welfare checks, sharps accountability and exclusion.

Part II-Facility and Program Area Audits

In addition to each unit being audited, the facility was audited in regards to, Separation, Medical Services, Youth Grievances, Physical Plant Inspection, Youth Phone and Mail, Special Education, Suicide Prevention, Continuous Case Plan, CAPFA reviews and (MDT) Multi-disciplinary Team Meetings.

Summary of Problem Areas

The following is a summary of problem areas from this audit.

The audit revealed overall compliance to ADJC policies and procedures with the following exceptions. Some of the issues revealed in this audit which require attention are:

Current Daily Log Book

Unit –Maya

- 3 of the 12 shifts reviewed contained an exchange of information between shifts in the unit logbook 9 did not.

Unit – Recovery

- 11 of the 12 shifts reviewed contained an exchange of information between shifts in the unit logbook 1 did not.

Unit – Success

- 11 of the 12 shifts reviewed contained an exchange of information between shifts in the unit logbook 1 did not.

Unit –Venture

- 9 of the 12 shifts reviewed contained an exchange of information between shifts in the unit logbook 3 did not.

Unit – Separation

- 5 of the 12 shifts reviewed had an exchange of information from shift to shift in the unit logbook 7 did not.

Shift Changes-Transitions

Unit –Maya

- In the transition times reviewed, there were 12 documented transition times reviewed. Of the 12 time reviewed, 1 documented time went over the maximum allowable 15 minute time period but only by one minute. (16 minutes)
- There were 0 meals where a transition times was documented after the meal.

Unit – Recovery

- Of the 4 days and 12 shifts reviewed 6/30/07-7/3/07, there were 10 documented transition times after meals (breakfast, lunch and dinner) on 2 occasions there was no documentation of transition after the meal.

Unit –Success

- 12 shifts were reviewed 6/30/07-7/3/07, there were 9 documented transition times after meals (breakfast, lunch and dinner). On 3 occasions, there was no documentation of transition after the meal.
- Of the 9 documented transition times there were 2 documented times which went over the maximum allowable 15 minute time period. 6/30/07-1812-1830= 18 minutes, 1 check welfare check was documented at this time.

Head Count –documentation in Unit Logbook

Unit – Recovery

- Of the 4 days reviewed containing 12 shifts, in 10 instances headcount was documented in the unit logbook (shift change) on 2 occasions there was no documentation of headcount at shift change.

Unit – Success

- The unit logbook was reviewed for documentation of youth headcounts, 4 days were reviewed from 6/30/07-7/3/07. Of the 4 days reviewed containing 12 shifts, in 9 instances headcount was documented in the unit logbook (shift change), 3 shift changes did not reflect number of youth on hand in the unit.

Welfare checks

Unit –Maya

- Of the 12 shifts reviewed in this audit, there was 1 instance of welfare checks going over the 15 minute time limit (21 minutes).

Unit – Recovery

- Of the 12 shifts reviewed in this audit, there were 3 instances of welfare checks going over the 15 minute time limit. All three were on 3rd shift during shift change from 2nd to 3rd shift. They were -22, 18 and 25 minutes.

Unit –Separation

- There were 2 shifts where there was a missing welfare check,
- 31 minutes without documented check and 18 minutes without check.

Hourly Headcount sheets

Unit –Venture

- No headcount sheets were found for 7/1, 7/2, 7/3 even upon exhaustive search by staff members for them. On the day (6/30/07) which a headcount sheet was available, the logbook and headcount sheet did match for all movements reviewed.

Sharps Accountability in logbook

Unit – Recovery

- 12 shifts reviewed, 11 shifts included documentation which staff accounted for sharps during shift change, 1 did not.

Unit – Success

- 12 shifts reviewed, 11 shifts included documentation that staff accounted for sharps during shift change 1 did not.

Exclusion

Unit – Success

- Unit had 10 uses of exclusion for time period reviewed.
- Unit had 3 exclusions on 7/1/07 that did not have timesheets or LSI's with them these also were over the 60 minute time limit by 2 minutes.

- Of 2 of the exclusions reviewed there was no end time in logbook documented. (Only on timesheet) and no LSI had been completed by staff.
- There were a total of 10 exclusions. On 3 of the exclusions there was no documentation at all except for an entry in the unit logbook, no documentation of any checks completed or LSI done.

Unit Inspection Binder

Unit – Maya

- Unit was using the wrong daily inspection form, the form being used was a form that was created by a staff member to include the same information but put all three shifts on one sheet instead of 3 separate daily inspection forms as set forth in policy.
- Daily inspections were not completed for 7/2/07.

Unit – Recovery

- There was no weekly inspection for the past 2 weeks in the unit inspection binder, including the week reviewed in this audit.

Unit – Success

- On 2 of the 4 days reviewed, both 3rd shifts were not completed, not there at all. (6/30 & 7/1)

Unit – Venture

- There was no weekly inspection for the past 2 weeks in the unit inspection binder, including the week reviewed in this audit.

Unit – Separation

- No weekly inspections were found in any binder, YCO was not sure where they were or if they had been completed.
- No actual binder found for inspections (daily, weekly, monthly), kept daily forms in a binder with all other daily paperwork.
- Of the 12 shifts reviewed in this audit, 5 did not have daily inspections properly filled out 4 of these 5 were on first shift, one on 2nd shift, top portion of forms not properly filled out with abbreviations, only used check marks.

Youth Telephone Use & Mail

Unit- Maya

- There was no Mail Policy or Phone Policy in logbook for staff reference.
- There was more than one type of phone log form in use.
- There was more than one type of authorization form in use.
- Phone log noted that on 6/25/07 at 1912 a youth had phone call to an aunt who was not on authorization sheet.

Unit Recovery

- There was no Mail/Phone Policy in logbook for staff reference.
- Log book contained Sticky Note's in logbook (easy to get information lost).

- Youth writing to a juvenile detention center in Coconino County this requires authorization paperwork from both ADJC and Coconino County, authorization was not present in the logbook.
- Logbook indicated that one youth was making phone calls to (Father) not on approved list.
- Auditor observed the log book was messy, disorganized, not updated, with several of the same issues as mentioned above with the addition of several youth contacts not having been approved.

Unit Success

- In the Success Mail/Phone logbook there was a Mail Policy from 2001 and no phone policy present in the logbook for staff reference.
- There was (odd) paperwork such as discharge summary, clothing allotments, RAC paperwork present in mail/phone log.
- There were Sticky Notes” in logbook
- The log note that a youth had a non-scheduled phone call to “friend” not on approved list (staff initialed).
- Logbook indicated that a youth had sent out-going mail to Pima County Detention Center Staff – (there should be authorization for present if this communication takes place).

Unit Venture

- There were no Policies in logbook for staff reference.
- Phone/ mail/ hygiene/ bedding/ orientation checklist all filed together in the phone/mail logbook.
- There were Sticky Notes” in logbook.

Facility Headcount Accuracy

Hourly Headcount Verification

- Reviewed 21 pages in the Dispatch logbook.
- Of the 21 pages reviewed, 7 of them had a date clearly written at the top of the page for easy reference.
- Of the 21 pages reviewed, 7 of them had the shift clearly written at the top of the page for easy reference.

Youth Movement to Health Unit

- **Youth #1 Unit:** Maya -The unit Headcount sheet did not reflect movement to the health unit.
- **Youth #2 Unit:** Success-The unit Headcount sheet did not reflect movement to the health unit.
- **Youth #3 Unit:** Success-The unit headcount sheet did not reflect movement to the health unit.

Use of Force (IRs compared with health unit documentation)

- Follow up on the one incident report without health unit documentation shows that a health unit check was conducted, but it was not documented properly.

MDT's Staffings

- One staffing from each unit attended= there was no attendance from the following areas.
- 4 of 4 no Psychiatry.
- 2 of 4 no education representative.
- 4 of 4 no medical representative.
- 3 Of 4 no representative from parole in person or via phone.

Physical plant

Health Unit:

- The mirror in observation Room #5 has graffiti on it.
- Laceration kits in the storage room need to be secured in a locked cabinet at all times.

Education:

- Basketball court wall at the Pavilion needs to have bird droppings removed. This was reported in the last audit/inspection.
- North wall at the Pavilion has obscenities on it. This was reported in the last audit/inspection.
- South wall at the Pavilion has water flowing from the A/C system; this water should be channeled away from the building to eliminate standing water and structural damage.

Housing Units

Unit Venture

- The common areas of the unit were very clean and tidy.
- The unit has only one operable washer and dryer.
- The second washer broke down approximately four days prior to the inspection and a maintenance work order has been submitted.
- The second dryer has been broken for three weeks. A maintenance work order has been submitted.
- Youth rooms randomly inspected:
 - a. The lining of the mattress on the bottom bunk was cracked and worn out.
 - b. The mattress on the top bunk had a hole punctured in it.

Unit Success

- The air conditioner was inoperable on the southwest side of the unit. The maintenance supervisor and his staff were on site at the time of the inspection working on it. This side of the building does not house youth.
- Exterior window of the day room facing to the east was covered with colored decorations inhibiting visibility in and out of the window
- Inspection of the laundry area revealed some lint build up behind the dryer.
- Shower in the hall to the right from the control room needs a shower curtain. Youth are currently using a covering over the window for privacy during

showers but staff needs to be able to see the feet and head of youth for security and life safety reasons.

- Control room door does not retract closed and is closely positioned near file cabinets. One auditor smashed his finger between the door and file cabinet when exiting the control room.
- Floor tiles on the step in the control room are loose – presenting a trip hazard.
- Youth rooms randomly inspected:
 - a. Room #6 had a dirty sink, toothpaste on the lighting fixture and clothes on the floor.
 - b. Room #11 had paper pasted over the lighting fixture
 - c. Room #15 had cracked and worn out mattresses and the mirror in this room was tagged.

Unit Recovery

- The common area of the unit the walls were dirty and in need of paint.
- An electrical surge protector was hanging from the power cord of the equipment plugged into it in the corner of the common lounge.
- The surge protector was also plugged into an electric receptacle box that was loosely mounted on the wall.
- Laundry area there was lint behind the dryer and water on the floor under the washing machine. The source of the water leak needs to be determined and repaired to prevent water/rust damage to the machines and mold.
- The lint behind the dryer needs to be cleaned out.
- Youth rooms randomly inspected:
 - a. The mattress and pillow on the top bunk had cracks and holes in their linings.
 - b. Exterior window of the room and the under side of the desk had graffiti.

Unit Maya

- Emergency lock release control panel is not functioning properly and needs to be serviced. Some of the problems noted by inspectors were locks that did not open when activated and indicator lights on the panel that are not working properly.
- Youth rooms randomly inspected:
 - a. Room #6 was had tagging on the exterior window. The lining of the mattress on the top bunk had cracks and holes in it.
 - b. Room #10 had tagging on the exterior windows and marks (not tagging) on the walls. The floor, sink and toilet were dirty. The lighting fixture was missing a screw.
 - c. The door lock to Room #11 was jammed. This room was vacant but from the doorway it was apparent that the exterior window to the room was tagged.

Unit Separation

- The floor of the hallway and youth rooms is in need of paint.
- Youth rooms randomly inspected:
 - a. Toilet paper on the ceiling near the camera. The floor and walls of the room are in need of paint.
 - b. Room #6 floor and walls are in need of paint.